

# JUDICIAL COUNCIL OF CALIFORNIA

Administrative Office of the Courts 455 Golden Gate Avenue San Francisco, California 94102  
415-865-4272 Telecommunications Device for the Deaf Web site: [www.courtinfo.ca.gov/careers](http://www.courtinfo.ca.gov/careers)

## EMPLOYMENT OPPORTUNITY

**JOB TITLE: BUSINESS APPLICATIONS ANALYST**

**JOB REQUISITION: 2484**

**LOCATION: SAN FRANCISCO, CA**

### DEPARTMENT STATEMENT

The Business Applications Analyst with the Office of Court Construction and Management (OCCM), Administrative Office of the Courts, will perform analytical work while serving as a functional liaison with Information Systems staff in coordinating the development, training, testing and use of information management applications.

### RESPONSIBILITIES

- Develop business solutions using information technology methods;
- Assist with the creation and maintenance of user accounts on business application systems;
- Investigate source data issues within the system, and develop plans to resolve/correct problems;
- Serve as a liaison with Information Services technical staff for issues related to systems used by the organization;
- Support the development of data standards and user application procedures; analyze existing data, identify needs for usage information, and prepare and update user guidelines and procedures on a regular basis;
- Support the development of an application user training program component for the organization;
- Develop, document and maintain user acceptance test scripts; perform user acceptance and other functional tests; and assist in tracking and coordinating user acceptance testing;
- Report, track and process user change and enhancement requests;
- Support development, maintenance, and upgrading of applications for a functional area through needs analysis, defining business requirements, and functional testing;
- Assist in the analysis of business processes and workflow for possible improvements;
- Ensure data integrity by auditing and analyzing data;
- Maintain functional master data and workflow where programming skills are not required;
- Support the development and maintenance of user training documentation;
- Support the development of operational/user documentation; and
- Perform other duties as assigned.

### MINIMUM EDUCATION AND EXPERIENCE

Equivalent to possession of a bachelor's degree, preferably with major course work in public or business administration and three years experience in business process analysis, operational documentation, and workflow analysis/process reengineering.

Additional experience may be substituted for the education on a year-for-year basis. Possession of a directly related postgraduate degree may be substituted for one year of experience.

Experience with:

- Developing business process models.
- Problem-solving and conflict resolution methods and techniques.
- Database management systems and preparing SQL queries/scripts.
- Database reporting tools such as Crystal Reports.
- Training end users on technical concepts

Ability to:

- Organize and prioritize work; coordinate multiple work activities and meet critical deadlines.
- Work collaboratively with staff in other offices and organizations.
- Ability to communicate technical software and hardware issues to non-technical users and executive management.
- Document business requirements to be used in the evaluation, development, and/or acquisition of information management systems by an organization, ability to develop and maintain user documentation related to software applications used by an organization.

Previous experience in or knowledge of Computer-Aided Facilities Management, Computerized Maintenance Management Systems, or other real estate and/or facilities applications is highly desirable.

## **HOW TO APPLY**

This position will remain open until filled. To complete an online application, please visit our Web site at [www.courtinfo.ca.gov/careers/view.htm](http://www.courtinfo.ca.gov/careers/view.htm), select job category "Facilities(architect/engineer)", and search for Job Req #2484, Business Applications Analyst. This position requires the submission of our official application..

OR

To obtain a printed application, please visit:

Administrative Office of the Courts  
455 Golden Gate Avenue, 7th Floor  
San Francisco, California 94102-3688  
415-865-4272 Telecommunications Device for the Deaf

## **PAY AND BENEFIT(S)**

\$5,835 - \$7,092 per month San Francisco  
(Starting salary may vary between \$5,835 and \$6,419 per month)

Some highlights of our benefits package include:

- Health/Dental/Vision benefits program
- 13 paid holidays per calendar year
- Choice of Annual Leave or Sick/Vacation Leave
- 1 personal holiday per year
- \$105 transit pass subsidy per month
- CalPERS Retirement Plan
- 401(k) and 457 deferred compensation plans
- Employee Assistance Program
- Basic Life and AD&D Insurance
- FlexElect Program
- Long Term Care Program (employee paid/optional)
- Group Legal Plan (employee paid/optional)

**The Administrative Office of the Courts is an Equal Opportunity Employer**

